

W-02062A-09-0466
W-02062A-09-0515



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ORIGINAL

**ARIZONA CORPORATION COMMIS
UTILITY COMPLAINT FORM**

Investigator: Al Amezcua

Phone:

Fax:

Priority: Respond Within Five Days

Opinion **No. 2010 - 86667**

Date: 4/30/2010 Arizona Corporation Commission

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

DOCKETED

MAY - 6 2010

Complaint By: **First:** Joan **Last:** Koch

Account Name: Joan Koch

Home:

DOCKETED BY

Street:

Work: (000) 000-0000

City: Sierra Vista

CBR:

State: AZ **Zip:** 85650

is:

Utility Company: Southland Utilities Company, Inc.

Division: Water

Contact Name: Elaine Byfield

Contact Phone:

Nature of Complaint:

4/30/10

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Per Ms. Koch, she opposes the proposed rate increase and financing applications filed by Southland Utilities Company, Inc. She feels that the rate increase is to excessive of over 300%. She lives in area with people who are not wealthy. Some people will not be able to pay these high fees/charges. Customers can't live without water. She reviewed the notice and could not find where the company has thought of what to do or how to help the people who will not be able to pay higher rates. Or even what they will do for them.

End of Complaint

Utilities' Response:

n/a

End of Response

Investigator's Comments and Disposition:

4/30/10 I advised Ms. Koch, that her comments regarding the Southland Utilities Company, Inc. ("Southland") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Southland application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the

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consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

End of Comments

Date Completed: 4/30/2010

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